

Child protection system improvements -oversight coordination/tracking document

*This document, prepared by OPEGA, is intended to help facilitate and coordinate legislative oversight of strategies to improve the child protection system as developed by OCFS and presented to the GOC 9/23/19.
This document will be subject to periodic changes pursuant to new information and planned updates.*

DATE: OCTOBER 15, 2019

| Strategies <i>See OCFS presentation page 31</i> | | Related LDs or Enacted laws | Related 129 th Biennial Budget initiative | Reports that have related finding, reference or recommendation* | OCFS updates/date | Specific initiatives <i>See OCFS presentation page 32</i> |
|--|---|---|---|--|---|--|
| Safety | | | | | | Guiding Principle: I. Child Safety, first and foremost II. Parents have the right and responsibility to raise their own children |
| 1 | Address Intake processes and improve staffing | 128 th PL 2017 c. 471 (emergency) | (new positions) PL c. 343 pp. 319-320 | PCG 7/19 | | 1. ARP Reassessment 2. Increase Caseworker Skills and Communication with Parents 3. Tighten Assessment Practice 4. Home Visitation Education Program 5. 24-Hour Supervisory Intake Report Review 6. Intake Process and Staffing Improvements 7. Judiciary Casework Practice Training 8. Clarify Child and Parent Rights for Staff 9. Background Check Unit Improvement 10. Rapid Safety Feedback 11. SDM Tool Consistency 12. Family Engagement Tools Training 13. Community Partnership for Protecting Children |
| 2 | Re-assess the Alternative Response Program | | | PCG 7/19 PCG 2/19 | 9/23/19: ARP contract amended re Em. Dept supervision | |
| 3 | Enhance Assessment Processes | 128 th PL 2017 c. 472 (LD 1920); PL 2017 c. 473 (LD 1921); PL 2017 c. 470 (LD 1922) 129 th LD 1378 - PL c. 162; LD 1792 - PL c. 300 | | PCG 7/19 PCG 2/19 Ombudsman | | |
| Permanency | | | | | | Guiding Principle: III. Children are entitled to live in a safe and nurturing environment IV. All children deserve a permanent family |
| 4 | Develop a Permanency Review Process | | | PCG 7/19 | | 14. Family Treatment Drug Court 15. Diligent Search Policy Training 16. Visitation Policy Training - Contracted 17. Visitation Frequency and Quality Tracking 18. Transportation Service Utilization Improvements |
| 5 | Monitor the Family Visit Coaching pilot to develop best practices | 128 th PL 2017 c.471 (LD 1923) | | Ombudsman PCG 7/19 | | |

| | | | | | | |
|-----------------------------------|--|---|--|-----------------------|---|--|
| 6 | Improve SDM tool consistency | | | Ombudsman PCG 7/19 | | 19. Emergency Placement Improvements 20. Online Application and Licensing Improvements 21. Onboarding Process for Resource Parents 22. Resource Parent Outreach Strategy 23. Resource Placement Matching Tool 24. Family Visitation Pilot 25. A Family for ME 26. Heart Gallery 27. Statewide Adoption Pilot 28. Wendy's Wonderful Kids 29. Adoption Preservation Services 30. Permanency Reviews 31. Residential Reviews |
| Well-being | | | | | | |
| 7 | Develop family engagement tools and training | 129 th LD 195 - PL c. 130 | | PCG 12/18 PCG 7/19 | | |
| 8 | Improve resource parent outreach and support | 129 th LD 1792- PL c. 399; LD 115 - Table c/o; LD 633 – Table c/o; LD 1039- Table c/o; LD 1417- Table c/o | | PCG 12/18 PCG 7/19 | | |
| Staff training and support | | | | | | Guiding Principle: V. How we do our work is as important as the work we do |
| 9 | Develop policy and training plan for new processes and tools | 128 th PL 2017 c. 471 (emergency) | | PCG 7/19 PCG 2/19 | | 32. Quality Circles 33. Staff Practice and Policy Feedback Loops 34. OA Staff Practice and Policy Feedback Loops 35. Internal Data Dashboard 36. OOI Team Development 37. Supervisory Support Enhancements 38. Update Caseload Size Standards and Ratios 39. Workforce Wellness 40. Update Workload Analytic Tool 41. MACWIS Replacement 42. Motivational Interviewing Training 43. Training Plan for New Processes and Tools 44. Case Management Activities Time Analysis 45. Case Closing Summary Model Development Workgroup 46. Child Welfare Policy Manual Updates 47. TDM Policy and Practice |
| 10 | Establish workforce wellness teams and education | | | PCG 7/19 | | |
| 11 | Update caseload size standards and ratios | 128 th PL 2017 c. 471 (LD 1923); 129 th LD 821 -PL c. 34 (emergency) | (new positions) PL c. 343 pp. 319-320 | PCG 7/19 | 10/1/19: Report complete pursuant to LD 821, PL c. 34 9/23/19: ARP contract amended to include Em. Dept. supervision (of children pending placement) | |
| 12 | Procure MACWIS replacement | 128 th PL 2017 c. 471 (LD 1923) | PL c. 343 Pt. S | PCG 7/19 PCG 2/19 | | |

*Notes: 1. The strategies above align with many of the perspectives reported by OCFS in the OPEGA report: [Frontline Workers in the State Child Protective System: Perspectives on Factors That Impact Effectiveness and Efficiency of Child Protective Work](#). Thus, it is referenced here, rather than repeated in the "report" column for all 12 strategies. It should also be noted that the perspectives report did not make findings or include recommendations.

2. OCFS reported that they conducted internal surveys and sought input from staff at all levels across the state in mapping their strategic initiatives –those internal reports are not referenced in "report" column of this chart.

3. PCG produced 3 reports for OCFS:

December 2018 – Behavioral Health Services Assessment. February 2019 – Child Welfare Business Process Redesign Phase I. July 2019 – Child Welfare Business Process Redesign Phase II (permanency and adoption).